



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
Case No. 13253US01

# 1712 Confirmation of D  
Murgo  
2/9/04

PATENT

In the Application of:

MICHAEL H. D'AMICO et al.

Serial No.: 09/982,244

Filed: October 17, 2001

For: GAMING SYSTEM CUSTOMER  
SERVICE TECHNIQUES

Examiner: Julie K. Brockett

Group Art Unit: 3713

Confirmation No.: 7628

CERTIFICATE OF MAILING

I hereby certify that this correspondence and all correspondence referenced herein are being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, P. O. Box 1450, Mail Stop AF, Alexandria, VA 22313-1450 on January 26, 2004.

By: Ronald E. Larson  
Ronald E. Larson  
Reg. No. 24,478

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SECOND AMENDMENT  
AFTER FINAL UNDER 37 CFR § 1.116

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated November 25, 2003, kindly amend the above-identified application as follows. This amendment is being filed within two months of the Office Action pursuant to 37 CFR 1.136(a) (the two month due date having fallen on a Sunday and this amendment having been filed on the next business day).

## AMENDMENTS TO THE SPECIFICATION

None.